

Appln. of: ROBERTSON, Niel et al.  
Serial No.: 09/603,174  
Filed: June 23, 2000

### AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method for ~~internet~~ Internet performance monitoring and analysis comprising, by a data collection agent (DCA), a DCA being a computer operating on the Internet and configured with software that is controlled remotely from another location on the Internet, the steps of:

responsive to a request from another location, said request including an indication of a web page, collecting web page object-level data with said DCA; and  
measuring access to web page objects in the web page; and  
transmitting measured information about the access to the web page back to the location that made the request.

2. (Currently Amended) The method as recited in claim 1 wherein the ~~step of~~ measuring further comprises capturing ~~captures~~ non-speed based information including errors during download, source of content by IP address, and type of content that an object represents.

3. (Canceled) ~~The method as recited in claim 1 wherein the step of collecting further comprises collecting web page object-level data with at least one data collection agent.~~

4. (Currently Amended) The method as recited in claim 1 wherein the ~~step of~~ measuring utilizes ~~standard~~ an HTTP protocol to interact with a web server.

5. (Currently Amended) The method as recited in claim 1 further comprising the ~~step of~~ requesting data be transferred from one source to another.

6. (Currently Amended) The method as recited in claim 5 wherein the ~~step of~~ requesting occurs automatically.

Appln. of: ROBERTSON, Niel et al.  
Serial No.: 09/603,174  
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7. (Currently Amended) The method as recited in claim 1 wherein the ~~step of~~ measuring further comprises parsing and recognizing other objects referenced in a content returned that also need to be retrieved ~~as well~~.

8. (Currently Amended) The method as recited in claim 7 further comprising the ~~step of~~ retrieving the other objects referenced in the content.

9. (Currently Amended) A system for performance monitoring and analysis through a computer network comprising:

(A) at least one data collection agent (DCA) connected to said computer network and configured with software that is controlled remotely from another location on the network and under the control of software to:

(a1) in response to a request from the other location, collect the object-level data relating to a web page,

(a2) measure access parameters including performance metrics for objects of a the web page while the collection of the object-level data occurs; and

(a3) transmit measurement data back to the remote location that requested the download; and

(B) a user interface component to receive measurement data from said agent.

10. (Currently Amended) A system for performance monitoring and analysis of web pages from a server through a global computer network comprising:

a plurality of data collection agents (DCAs) located at distributed points throughout said global computer network; each of the DCAs configured with software that is controlled remotely from another location on the network, and each of said agents being under the control of

Appln. of: ROBERTSON, Niel et al.  
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software to, responsive to requests from the other location, collect object level data and to measure access parameters while the collection of the object-level data occurs; and  
a monitoring component at the other location to receive measurement data from said agents.

11. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising including a means for a mechanism constructed and adapted to determine ~~determining~~ the time for a customer to view a Web page.

12. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising including a mechanism constructed and adapted to measure ~~means for measuring~~ variations in a website's performance by regional location or the network connectivity of the an end-user.

13. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising including means for determining a mechanism constructed and adapted to determine a customer's experience by time of day and day of the week.

14. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10, wherein the network is the Internet, the system further comprising including a mechanism constructed and adapted to determine ~~means for determining~~ the origination of Internet-related performance problems.

15. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising including means for

Appln. of: ROBERTSON, Niel et al.  
Serial No.: 09/603,174  
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~~comparing~~ a mechanism constructed and adapted to compare download performance compared to industry standards or competitive websites.

16. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising ~~including means for monitoring~~ a mechanism constructed and adapted to monitor download performance changes since the last hardware/software/design in investment to the website.

17. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising ~~including means for monitoring~~ a mechanism constructed and adapted to monitor access refusals due to traffic overload.

18. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising ~~including means for monitoring~~ a mechanism constructed and adapted to monitor ~~a the rate that at which~~ incomplete pages are served.

19. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited n claim 10 further comprising ~~including means for monitoring~~ a mechanism constructed and adapted to monitor performance over time to obtain performance trends as to whether website access is getting better or worse over time.

20. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising ~~including means for monitoring~~ a mechanism constructed and adapted to monitor performance in relation to performance thresholds ~~such as~~ including corporate goals ~~and or~~ acceptable levels.

Appln. of: ROBERTSON, Niel et al.  
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21. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising ~~including means for determining a mechanism constructed and adapted to determine~~ website performance improvements.

22. (Currently Amended) The system for performance monitoring and analysis through a global computer network as recited in claim 10 further comprising ~~including means for determining a mechanism constructed and adapted to determine~~ vendor weaknesses contributing to poor website performance.